



The Transition to ARC

A weekly update to United States Mint Office of Human Resources (OHR) employees

From Sheila E. Williamson, Assistant Director

Communication 25

Friday, February 10, 2006

WHAT WE HAVE DONE SO FAR?

- Frequently asked questions (FAQs) are posted on ARC's website. As new questions become available they will be posted to both the United States Mint website and ARC's website. Please send them to Sheila Williamson.

OTHER ISSUES

OWCP – ARC has developed and will be presenting the Office of Worker's Compensation Program (OWCP) process training for supervisors at each field facility. Following are dates for training:

- **Denver** – February 14, 15.
- **Ft. Knox** – February 22.
- **Philadelphia** – February 28 and March 1.
- **West Point** – March 2, 3

Following, the supervisors will meet with employees on the new WC procedures.

WebTA – Employees who have WebTA access issues are encouraged to call 304-480-8000.

ARC Confidentiality Issues – Occasionally, ARC representatives have attempted to contact Mint employees at their homes in order to discuss HR-related business. Employees have expressed concerns over these telephone calls, as there is a legitimate need to verify the identity of the caller before offering social security numbers in discussing confidential personnel matters. Below are several suggestions you may want to adhere to before providing the caller with your personal information:

- If you have Caller ID, check the incoming number and verify that the caller is from the "304" area code, and that the telephone number begins with a "480" prefix. This helps ensure that the caller truly is from the ARC in West Virginia.
- If you do not have Caller ID, ask the representative for his/her name, and if you can call him/her back. Calling the ARC representative back at the 304-480-XXXX number, or using the toll free 866-888-HELP number will help verify that you are indeed, speaking with an ARC representative.
- Ask the ARC representative if he/she can work through your supervisor, and offer your supervisor's name, work telephone number, and email address.
- Offer your name, your work location, and only the last 4 digits of your social security number. This should be enough information for the ARC to verify your identity.

Next Steps

- Sheila Williamson continues to monitor progress towards the OHR of the Future. Updated information is being communicated to Plant Managers on an on-going basis.

Message from the Mint-wide Career Consultant Team Coordinator for OHR, Wanda Wright:

The training team continues to bring training to HQ and field sites upon their request. Career Consultants in the field sites will continue to identify detail opportunities for their employees. In addition, if you need materials in reference to Change Management, Interviewing Techniques and KSA writing, handouts are available upon request.

Lily Whiteman is available to provide Resume writing, KSA writing and Interviewing Techniques seminars at headquarters and in the field sites upon request.